

Michigan ITS Center

Serving the Southeast Michigan Freeways

www.michigan.gov/its



Mark S Bush, PE PTOE

Michigan Department of Transportation

1050 6th Street

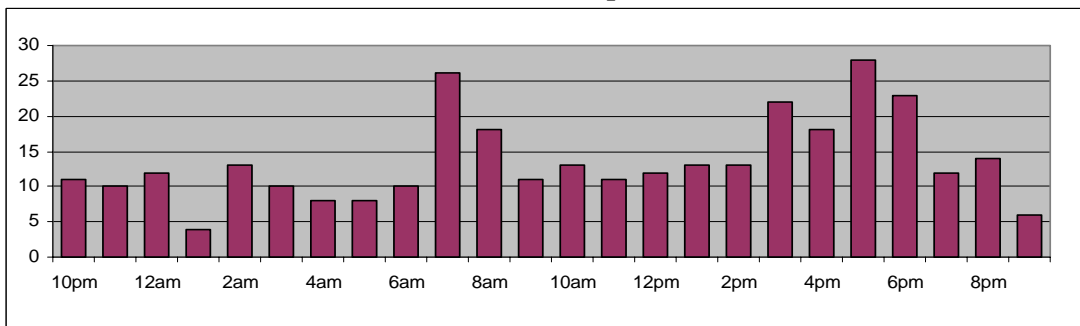
Detroit, MI 48226

BushM@michigan.gov

September 2007

CONTROL ROOM SUPPORT ACTIVITY

Total Incidents per Hour



Monthly Incident Activity

	Sep 2007	Aug 2007	Sep 2006
Freeway Closures	9	20	22
Lane Closures	29	35	24
Ramp Closures	4	3	5

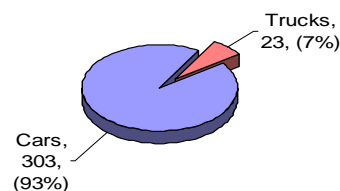
Total Incidents by Roadway

Freeway	Sep 2007	Aug 2007	Sep 2006
I-75	103	66	144
I-94	64	42	117
I-696 (Reuther)	50	38	84
I-96	33	32	72
M-10 (Lodge)	22	6	56
M-39 (Southfield)	30	30	36
I-275	20	28	48
I-375	4	0	0
TOTAL	326	242	557

Calls by Type

Agency	No. of Calls	INCOMING	OUTGOING
FCP	2130	2107	23
Contractors	189	132	57
City	1	1	0
County	22	18	4
Federal	0	0	0
Fire	1	0	1
Local Police	18	12	6
MSP	550	442	108
Border	0	0	0
MDOT/DIT	190	97	93
Media	216	211	5
Special Events	0	0	0
Transit	0	0	0
Parking	0	0	0
Airport	0	0	0
Animals	0	0	0
OTHER	23	14	9
Total	3340	3034	306

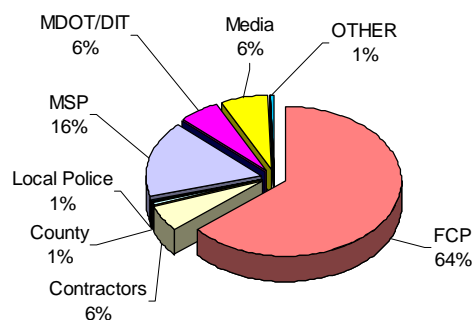
Vehicle Composition of Incidents



Total Incidents: 326

MITC Center News

Back to school for Michigan corresponded with back to the training room for MITSC staff. Most importantly, all staff completed Two FEMA courses: an introduction to National Incident Management System (NIMS) and National Response Plan (NRP). NIMS training provides a consistent nationwide approach for agencies to work together in managing incidents by establishing standard process, protocols and procedures. Also during September, staff completed the third Microsoft Access Training enabling the generation of customizable reports.



Total Calls: 3340

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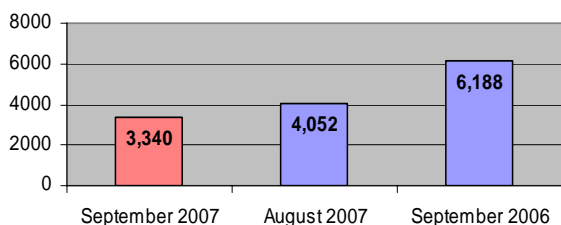
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CONTROL ROOM DISPATCH ACTIVITY

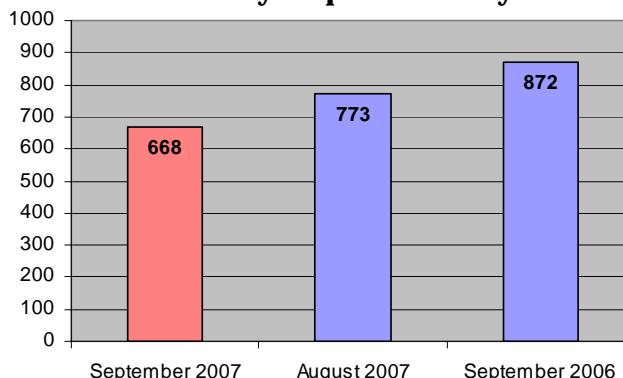
- Of the 4,161 assists that the Freeway Courtesy Patrol (FCP) provided during the month of September, 668 assists (16%) were dispatched by the FCP dispatchers located at the MITS Center.

Monthly Call/ Event* History

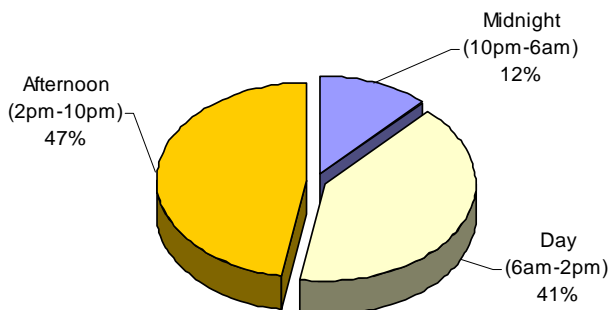


*Drop in numbers is due to calls now tracked as events allowing for greater reporting accuracy.

Freeway Courtesy Patrol Monthly Dispatch Activity

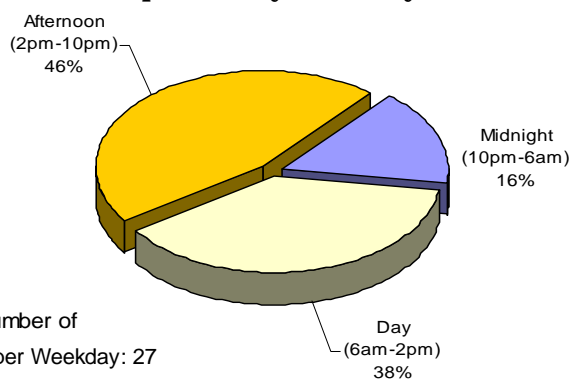


Calls by Weekday Shift



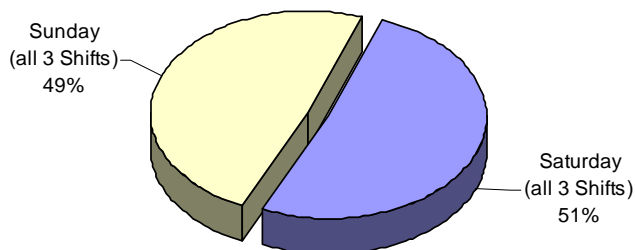
Average Number of Calls per Weekday: 142

Freeway Courtesy Patrol Dispatches by Weekday Shift



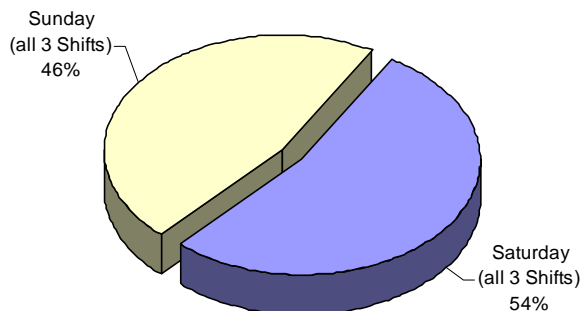
Average Number of Dispatches per Weekday: 27

Calls by Weekend Day



Average Number of Calls per Weekend: 101

Freeway Courtesy Patrol Dispatches by Weekend Day



Average Number of Dispatches per Weekend: 27

Note: Additional FCP information may be found beginning on page 4.

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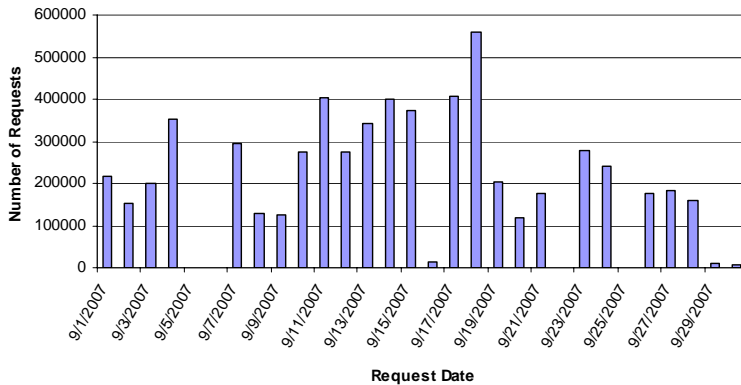
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TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

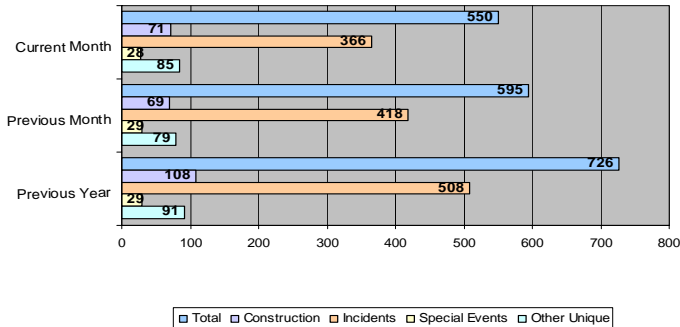
Website Activity



Top 5 DMS with Unique Messages

1. I-94 WB at Burns
2. I-75 SB South of 13 Mile
3. I-75 SB at Clay
4. M-10 NB at Porter
5. I-696 WB at Ryan

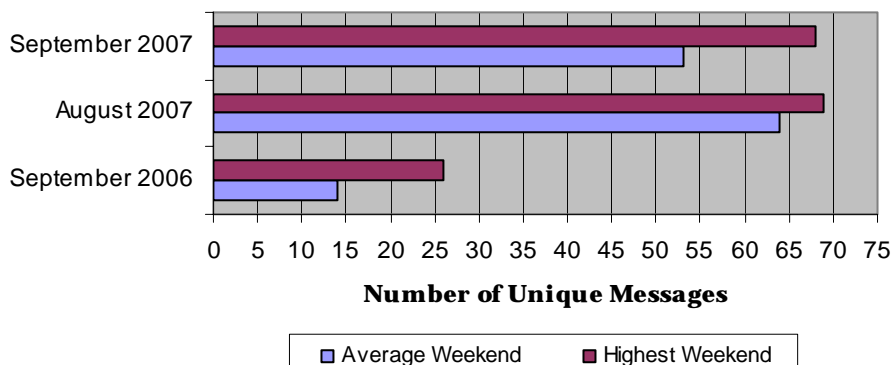
Unique DMS Messages by Type



Incident Communication Accuracy

Weekend DMS Snapshot Review	Sep 2007	Aug 2007	Sep 2006
All Incident Messages	100.0%	100.0%	100.0%
High Impact DMS Messages	Sep 2007	Aug 2007	Sep 2006
All High Impact Messages	100.0%	94.8%	96.1%
Freeway Closure Messages	100.0%	95.0%	95.5%
Lane Closure Messages	100.0%	94.3%	100.0%
Ramp Closure Messages	100.0%	100.0%	80.0%
Other Communication	Sep 2007	Aug 2007	Sep 2006
Advisory Text-Messages	100.0%	94.8%	94.1%
Website Incident Postings	100.0%	96.6%	100.0%

Weekend Construction DMS Message Activity



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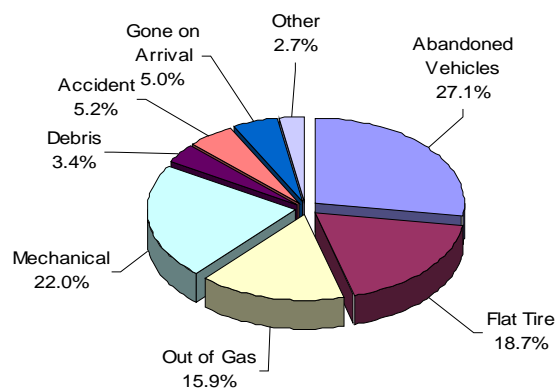
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FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

Assist Type

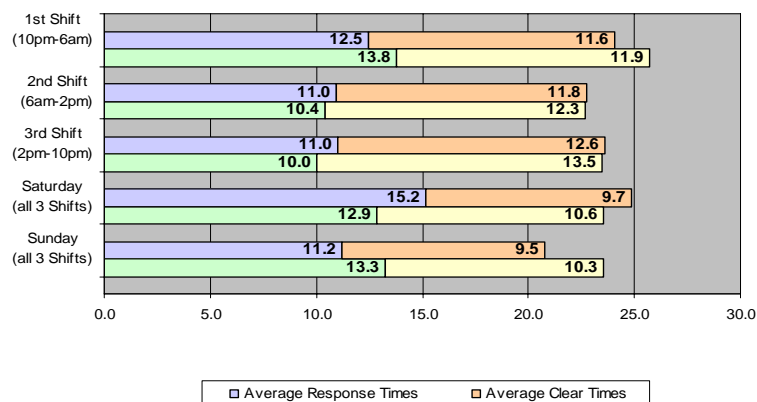


Total Number of Incidents: 4161

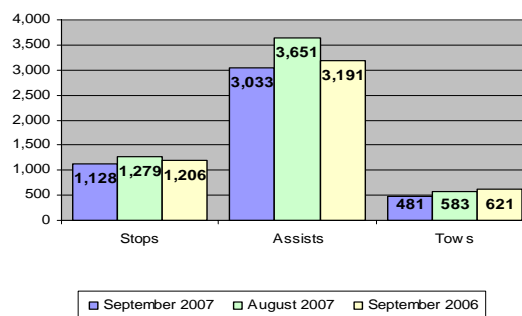
Motorist Quote of the Month

"I was on my way from Auburn Hills to Grand Blanc when my tire blew out. It was around 6:30 AM. I was only sitting there for 2 minutes when your van pulled up. He was very nice and had me on my way in about 15 minutes. Thank you so much for this service."

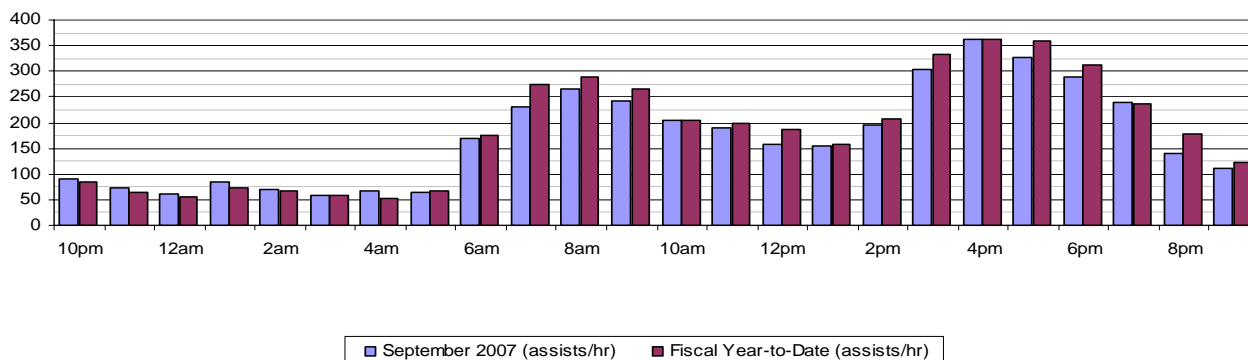
FCP Average Service Times



History of Key FCP Activities



FCP Assists by Time of Day



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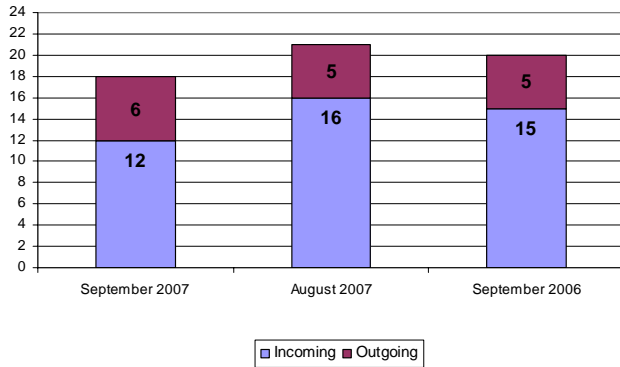


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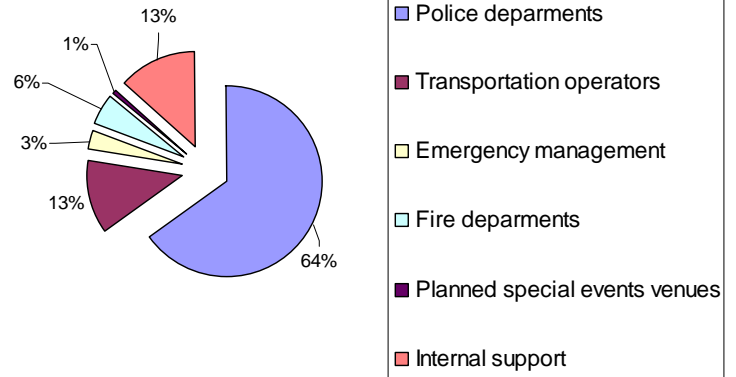
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TRAFFIC INCIDENT MANAGEMENT

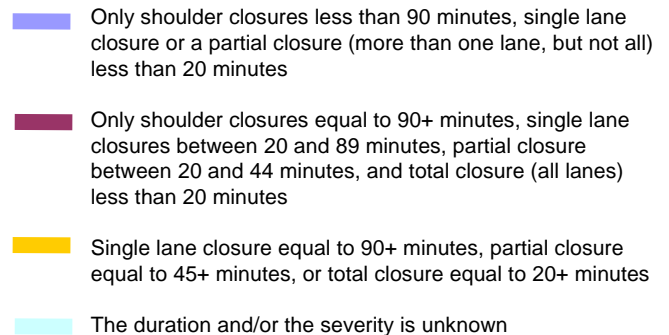
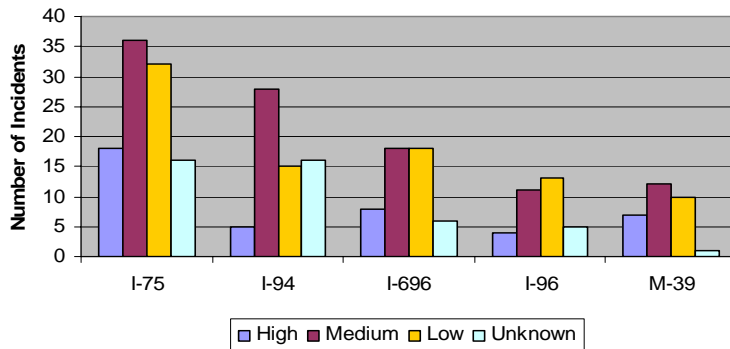
Local Police Department Calls



Video Users

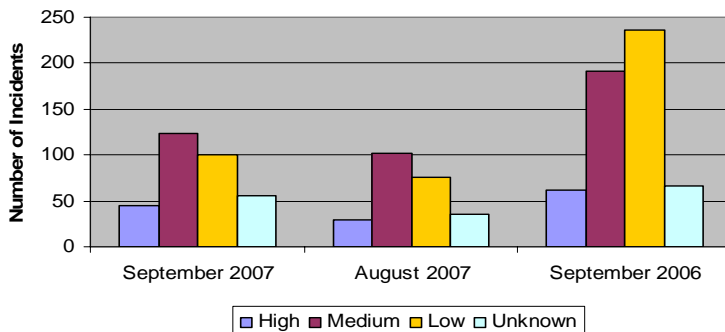


Severity/Duration by Top Five Freeways

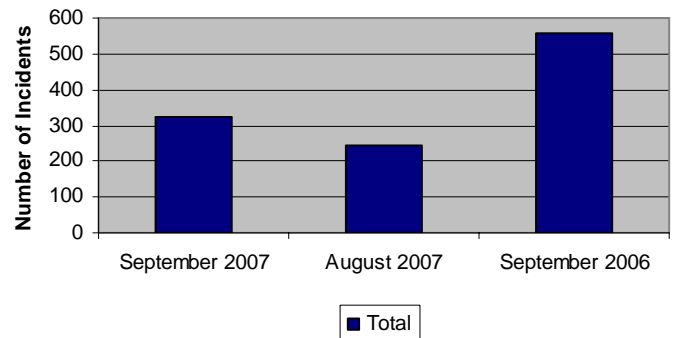


This data reflects the last lane affected prior to the incident being completely cleared

Total Incident Severity/Duration by Month



Total Number of Incidents



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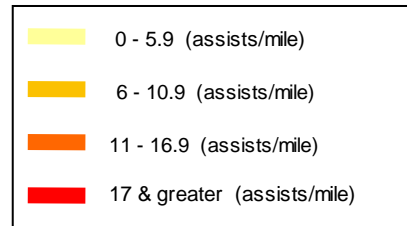
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FREEWAY COURTESY PATROL ACTIVITY

Freeway Courtesy Patrol Service Area



Freeway	Segment	COVERAGE (miles)	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
			September 2007	Fiscal YTD Avg.	September 2007	Fiscal YTD Avg.	September 2007	Fiscal YTD Avg.	September 2007	Fiscal YTD Avg.
I-75		87.6	1035	1198	11.8	13.7	13.1	11.5	12.0	12.8
	Oak Co. Line to I-696	37.0	396	431	10.7	11.7	16.0	14.2	11.8	12.0
	I-696 to I-94	8.0	288	318	36.0	39.8	7.9	8.9	12.3	13.8
	I-94 to I-96	5.6	112	108	20.0	19.4	8.2	9.5	12.7	13.3
	I-96 to I-275	37.0	239	340	6.5	9.2	17.2	12.9	11.5	12.6
I-94		60.7	962	1039	15.8	17.1	11.0	11.0	11.5	11.8
	Wash. Co line to M-39	20.7	317	322	15.3	15.6	12.9	12.3	11.7	12.3
	M-39 to I-75	9.0	275	290	30.6	32.2	9.8	10.6	12.7	12.4
	I-75 to I-696	10.0	278	291	27.8	29.1	9.8	10.1	11.2	11.5
	I-696 to St. Clair Co. Line	21.0	92	136	4.4	6.5	8.8	11.4	8.3	10.3
I-96		34.0	590	687	17.4	20.2	10.5	11.2	11.3	12.3
	Liv. Co. Line to I-275/I-696	11.0	103	147	9.4	13.3	13.1	12.6	10.8	12.8
	I-275/M-14 to M-39	12.0	176	213	14.7	17.8	9.7	11.1	11.6	12.4
	M-39 to I-75	11.0	311	327	28.3	29.7	9.5	10.7	11.2	11.9
I-275		37.5	321	382	8.6	10.2	12.4	11.1	12.5	12.9
	I-96/I-696 to M-14/I-96	8.0	97	134	12.1	16.8	12.3	10.5	12.1	13.3
	M-14/I-96 to I-94	12.0	164	175	13.7	14.6	11.7	10.8	12.9	13.0
	I-94 to I-75	17.5	60	72	3.4	4.1	15.7	13.2	11.8	12.0
I-375		1.2	13	9	10.8	7.3	8.7	9.1	7.5	14.6
I-696 (Reuther)		28.7	535	520	18.6	18.1	10.9	10.5	12.3	12.7
	I-96/I-275 to M-10	9.3	128	134	13.8	14.4	11.4	12.4	10.6	12.0
	M-10 to I-75	9.0	176	186	19.6	20.6	12.0	10.0	13.1	13.9
	I-75 to I-94	10.4	231	200	22.2	19.2	9.5	9.7	12.6	12.1
M-5 (Grand River)		10.3	43	48	4.2	4.6	10.5	11.5	9.9	13.2
M-8 (Davison)		2.2	53	50	24.1	22.7	70.0	9.9	9.6	11.0
M-10 (Lodge)		17.9	308	187	17.2	10.4	11.4	10.7	11.3	12.2
M-14		6.4	52	44	8.1	6.9	10.0	12.6	9.6	12.9
M-39 (Southfield)		14.2	245	226	17.3	15.9	11.5	11.4	12.2	12.8
M-59 (Vettrans)		11.6	4	4	0.3	0.3	-	-	3.8	3.8
Total		312.3	4,161	4,391						

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DATA KEY INFORMATION

Table	Description	Data Source
Total Incidents per Hour	Displays the total incidents in the current month by hour of day.	ATMS Incident Log - Manually entered information by the operator.
Total Incidents by Roadway	Displays the total incidents in the current month by roadway.	ATMS Incident Log - Manually entered information by the operator.
Monthly Incident Activity	Displays the number of major incidents for the current month, previous month, and previous year.	Monthly Closure QC - QC of email advisory notifications sent for major incidents.
Monthly Call History	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Calls by Type	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Vehicle Composition of Incidents	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Monthly Dispatch Activity	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Dispatches by Weekday Shift	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Calls by Weekday Shift	Displays the distribution of call activity for the Control Room operators by weekday shift.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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Calls by Weekend Day	Displays the distribution of call activity for the Control Room operators by weekend day.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekend Day	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Website Activity	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	Web Site Database - Automated data collection site of MITSC incident management activities.
Top 5 DMS with Unique Messages	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	Daily DMS Activity Log - Automated 15 Minute snapshots of daily DMS messaging.
Unique DMS Messages by Type	Displays the total number of unique DMS messages by type that occurred during the month.	Daily DMS Activity Log - Automated 15 Minute snapshots of daily DMS messaging.
Incident Communication Accuracy	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	Monthly Closure QC - QC of email advisory notifications sent for major incidents. Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week. High Impact Message QC - QC of incident information for each high impact incident resulting in an email advisory.
Weekend Construction DMS Message Activity	Displays the total number of freeway construction DMS messages displayed in a month.	Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week.
Assist Type	Displays the distribution of incident types for incidents responded to by FCP.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Average Service Times	Displays the average response times and average clear times by shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
History of Key FCP Activities	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Assists by Time of Day	Displays the total assists for 2-hour increments over a 24-hour period.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.

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Local Police Calls	Displays incoming and outgoing local police calls.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
Video Monitor Users	Displays the distribution of video monitor users by user type for the current month.	Web Site Database - Automated data collection site of MITSC incident management activities.
Severity and Duration	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Service Area - Map	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Service Area - Table	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.